

I think Deaf services should be same kind of communication because hearing person can choose any service like MCI, Sprint, At&T and others. Sorenson should not limit deaf customer's emergency needs to contact other VRS services if VRS Sorenson is busy on the line. You remember that Deaf people must not be half human, so Sorenson customers would be satisfied on the any kind of VRS services. Also, they can contact to other different customers by email, fax, mail and others. Thank you very much!